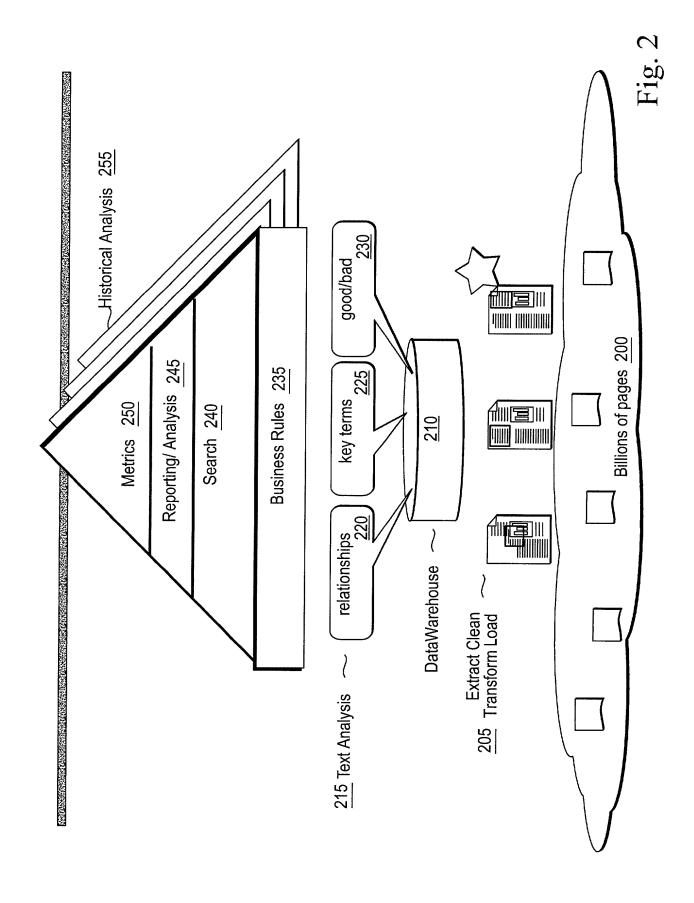
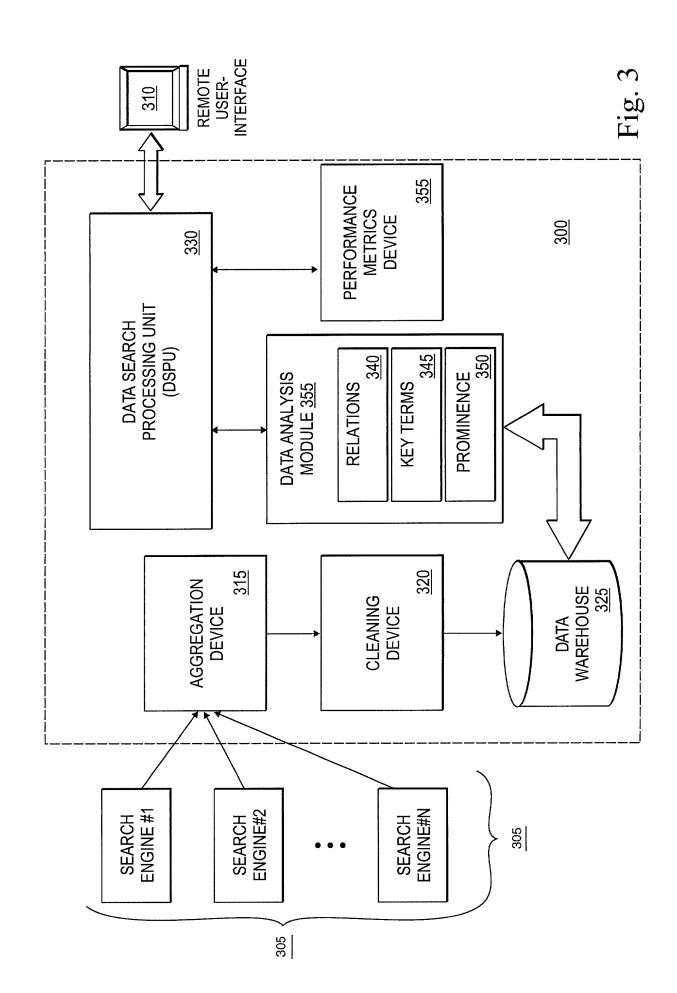


Fig. 1





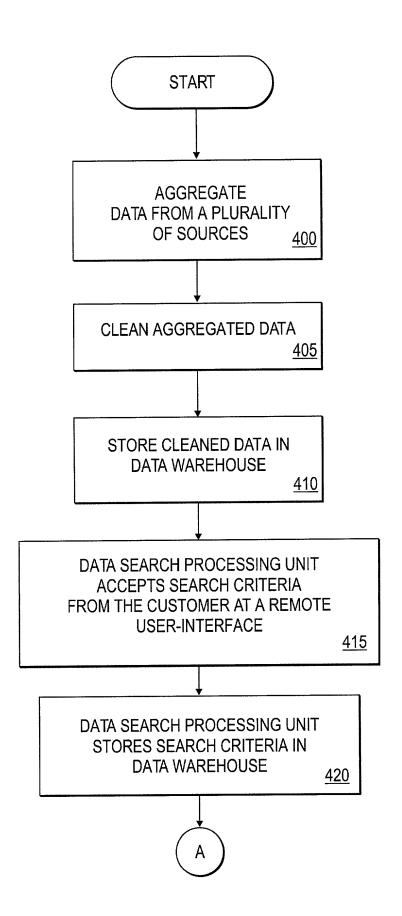
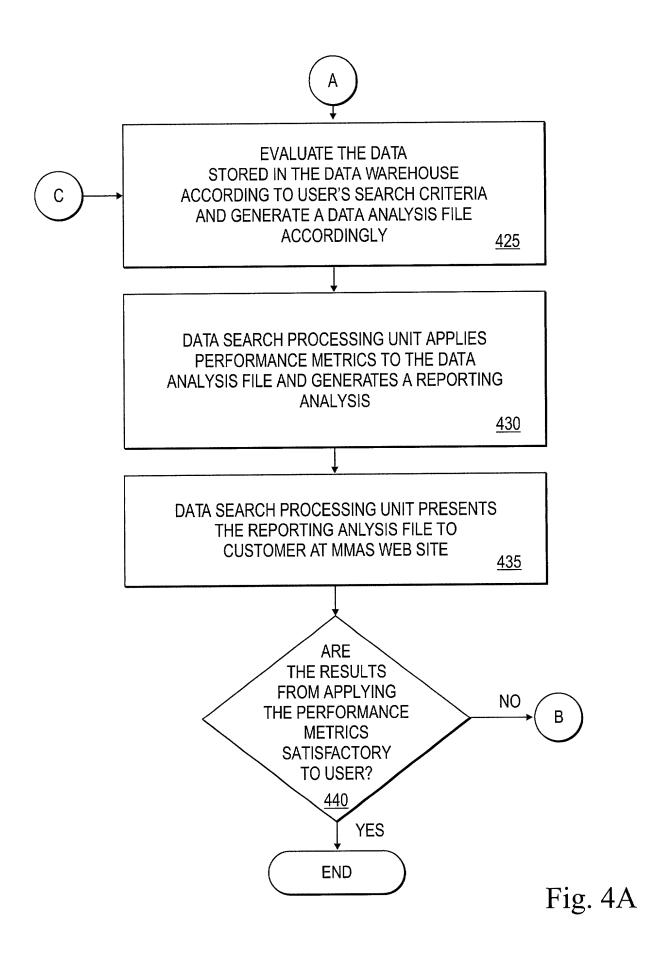


Fig. 4



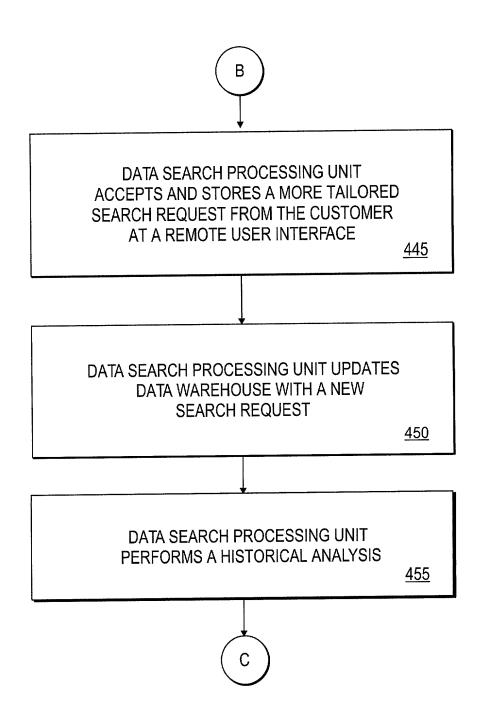


Fig. 4B

Biz360								
Siebel 360	My Biz360 Reports Search Query Manage Account							
	Reporting Metric Info							
Enter information at								
 Name	Top Internet Pubs							
	Update							
Site Ratings								
Rate each site on re	elevance scale from 1 to 100, nove the site from consideration							
A facility of 6 will fell	love the site from consideration							
Site Name	Rating							
Boston Herald	0							
CNNfn - the financia	CNNfn - the financial network							
	100							
•	•							
•								
•	•							
	0							
ONET	100							
CNET	100							

Fig. 5

Biz360			A					
Siebel 360	My Biz360 Reports Searc	h Que	ry M	lanage Acco	ount			
Data is calculated usin Tin Rating Metr	the mindshare in our space. g the rating defined by tl neframe: 30 days ic: Equal Weight			1%	13%			
Publications: All Go								
		73%			•			
	Mess Ment	age ions Perd	cent(%)	News Mentions	Percent			
	Clarify, Inc	10	2%	8				
	•	74	13%	13 4	;			
	Vantive Corporation	485 12	83% 2%	85 4	•			
	Biz360 I	Home H	Help Des	sk				

Fig. 6

Biz360	
Siebel 360	My Biz360 Reports Search Query Manage Account
TITLE OF PUBLIC	ATION
ı	Author
Artic	leDate
Publ	ication
	URL
	Score
1/0	auordo
Key	words
Pa	artners
Comp	petitors
i	People
Com	panies
(Quotes
Sumn	nary of Text
	IGXL

Fig. 7

Biz360						
Siebel 360	My Biz360	Re	ports Search Query Manage Account			
My Documents			Latest News			
Wiy Doodinonto			News for Siebel			
Search		į				
30 Day Mindsha	are					
☐ Clarify, Inc			News for competitors			
	Pivotal Salesforce.com, I	nc				
☐ Siebel Systems						
□ Vantive Corporat) 	Front page news for Siebel			
Article Categorie						
/ / \ \ \	Bugs Company Profile					
\ /0	Legal Politics		French manage power for compositors			
□ Product Review □ Stock			Front page news for competitors			
Mentions Today						
Tan Industry Authors						
Top Industry Authors			PR for Siebel			
Top Industry Pubs			PR for competitors			

Fig. 8